



Durham
Workforce
Development
Newsletter

Good Things are Happening in Durham

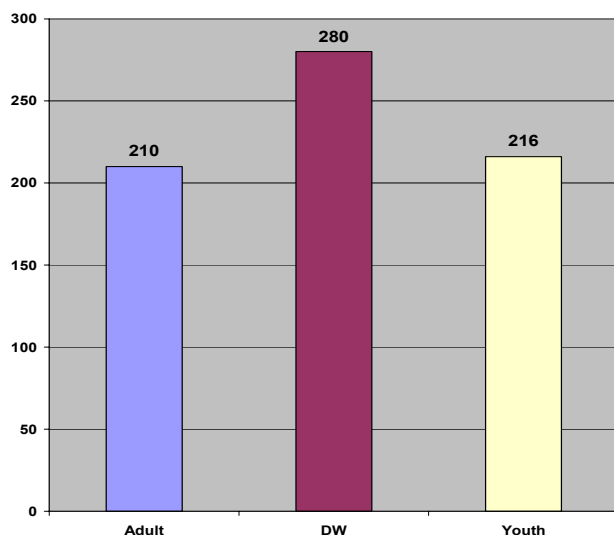
February 2004

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Workforce Development News

PROGRAM STATISTICS

As of January 31, 2004, there are 706 participants enrolled in WIA programs. These include 210 in the adult worker program, 280 in the displaced workers program, and 216 in the youth program (41 older youth (19-21), and 174 younger youth (14-18)).



Department of Social Services

The Department of Social Services (Journey to Success) is providing services to:

- 89 adult workers,
- 79 displaced workers
- 41 older youth.

New enrollment (December/January):

- 8 adult workers
- 45 displaced workers
- 10 older youth participants.

Employment Security Commission

The Employment Security Commission is providing continuing services to:

- 121 adult workers
- 201 displaced workers

Durham Public Schools

Durham Public Schools is providing services to 174 younger youth including 8 new enrollments in December and January.

Training

Of the 706 participants enrolled in WIA programs, 421 are currently enrolled in training. This includes:

- 159 adult workers
- 261 displaced workers
- 1 older youth.

Training Enrollment (December/January)

- 7 adult workers
- 43 displaced workers

Entered Employment

During January, 5 participants obtained employment. This included:

- 3 adult workers
- 2 dislocated workers

PERFORMANCE GOALS ACHIEVED

The Durham Workforce Development Board was recognized by the North Carolina Department of Commerce for **exceeding** negotiated performance goals for Workforce Investment Act (WIA) programs in Program Year 2002 (July 1, 2002 to June 30, 2003). Special thanks to all of the Service Providers and participants for putting forth a great effort.

UNEMPLOYMENT RATE

The December 2003 unemployment rate in Durham County was 4.2%, accounting for 5,290 people out of work. This was a decrease of .5% from November and a 1.7% decrease compared to the same time last year. This means that 1,601 more people were employed in December 2003 as compared to 2002.

Civilian Labor Force Estimates for Durham County				
	2002		2003	
	Nov	Dec	Nov	Dec
Labor Force	127,060	125,133	126,732	125,512
Employed	119,574	118,242	120,717	120,222
Unemployed	7,486	6,891	6,015	5,290
Rate %	5.9%	5.5%	4.7%	4.2%

Source: NC Employment Security Commission

JOBLINK

JobLink Quarterly Report	
Job and Training Seekers	Reporting Quarter
1.1 Customers Seeking Services in Center	18,411
C1.2 Placed in Jobs through Center	486
C1.3 Placed in Training through Center	44
C1.4 Utilized Career Resource Room/Area	3,542
C1.5 Received Other Services	18,472
Employers	
C1.6 Job Orders Placed through Center	688
C1.7 Job Orders Filled through Center	267
C1.8 Other Employer Services	21

STRATEGIC PLAN UPDATE

(Supports all priorities)

The Durham Workforce Development Board (WDB) started the soliciting of proposals for the development of a "State of the Workforce" strategic plan in December 2003. Five companies have responded to the RFP. A review committee is reviewing the proposals and plans to send a recommendation to the Finance Committee before the end of February.

The following companies sent in proposals to the RFP:

- ✚ Optimal Solutions Group, LLC & Impact Strategies, LLC
- ✚ Center for Regional Economic Competitiveness
- ✚ Corporation for a Skilled Workforce
- ✚ GLM Management Consulting
- ✚ 3B Enterprise LLC

Community leaders, local employers, economic developers, secondary and post-secondary educators will all contribute information. The WDB worked closely with the Congregations, Associations and Neighborhoods (C.A.N.) organization on this idea. The end result will be a plan that defines current gaps in workforce development programs and responds to conditions in Durham now and in the future.

A special thanks to the Durham City Manager, City Council, and NC Workforce Commission for supporting and funding this strategic plan

MEDICAL ACADEMY

(Supports Priority I, II, III, IV)

The Durham Public School (DPS) Board of Education approved a resolution in the spring of 2003 authorizing the DPS administration to work with Federal Development to develop a feasibility plan to develop a specialized high school in order to provide specialized programs in the health science professions to Southern High School students. The Durham Workforce Development Board and the Chamber of Commerce, two of the partners for this initiative, will be working together to provide strategies to open the high school facility in evening hours for adults interested in health science professions.

INCUMBENT WORKER PROGRAM

GRANTS

(Supports Priority II)

Three Durham businesses received Incumbent Workforce Grants through the NC Department of Commerce. The businesses submitted applications to the N.C. Department of Commerce via the Durham Workforce Development Board. The staff of the Workforce Development Board provides technical assistance and application development support for grant requests.

Incumbent Grant Awards

The Incumbent Worker Program Grant provides funding to local businesses to provide educational and occupational skills training for their current employees. A total of six applications were submitted from Durham. Three applications were approved and funded; the other three applications are pending:

<u>Approved</u>	<u>Amount</u>
Clinical Trials	\$29,785
Consumer Credit Counseling	\$50,000
Embrex, Inc.	\$29,685

<u>Pending</u>	<u>Amount</u>
Clinical Trials	\$19,865
Mechanics & Farmers Bank	\$50,000
Measurement Inc.	\$41,395

SALES AND TRAINING CENTER

(Supports Priority I, II, III and IV)

The Office of Economic and Employment Development, on behalf of the Durham Workforce Development Board, is partnering with Northgate Associates, Durham Chamber of Commerce, Durham JobLink, Durham Technical Community College, and the National Federation of Retailer (NRF) to open a Sales and Service Training Center at Northgate Mall.

The goal of the center is to address one of the fastest growing industry sectors in the United States, Retail Sales and Customer Service. All aspects of the workforce have some component of customer service. Just in the Durham area alone there has been tremendous growth in this area with the new South Point Mall, the Renaissance Center, Target and other planned South Square site stores. The retail business, as well as hotels, restaurants and other hospitality related businesses all stand to gain from consistent quality training in customer service. This center will be a resource in preparing residents for retail and customer service jobs and careers, as well as, a JobLink satellite site.

EX-OFFENDER INITIATIVE

(Supports Priority II, III)

The Durham Workforce Development Board and the Chamber of Commerce are partnering to provide re-entry job search and placement assistance for ex-offenders. The Chamber has a full-time job counselor located at the Criminal Justice Resource Center. The Workforce Development Board received special funding to have a full-time case manager in the JobLink Career Center to work with violent ex-offenders that are part of the North Carolina State Correctional program called "Going Home". The Going Home initiative represents a phased approach to releasing violent ex-offenders back into society. Durham is expected to have approximately 50 "Going Home" ex-offenders released in Durham over the next year. The case manager at the JobLink center will also work with other ex-offenders that visit the JobLink center.

ADULT AND YOUTH RFP PROCESS TO BEGIN

The OEED has started the youth and adult RFP process for 2004-2005. RFP's are scheduled to be released in early March and the contracts awarded by May. These contracts will cover WIA services for both adults and youth for the 2004-2005 program year. Both current and new bidders are encouraged to respond to the RFP.

DPS TRANSITIONS TO OPPORTUNITY FORUMS

Once a quarter, Durham Public Schools conducts Transitions to Opportunity Forums. They send invitations to all dropouts that are on record for the current year and invite them and their parents to come to the Forum. The program is conducted from 8:30 to 1:00 PM, with a breakfast and

lunch. Various agencies that provide alternative education and job training programs, such as JobCorps, Durham Tech, the Center for Employment Training, the Durham Literacy Council, and Tarheel Challenge give presentations. All participants are asked to complete an action plan prior to leaving. DPS has found that most participants end up committing to one of the programs.

The last Forum was held January 21 and the next one will be April 7 at the DPS Staff Development Center at 2107 Hillandale Road.

DWDB 2004 RETREAT

The Durham Workforce Development Board retreat is scheduled for March 17, 2004. The board will discuss the key focus and strategies for the coming year with an emphasis on the "employer". To that end, the retreat will focus on three specific issues:

1. Is the Employer Focus the "right theme"? Why or why not?
2. Is the current Board structure supportive to the employer? Is the current board structure right?
3. What do we need to change or do to our current committee structure?

The retreat will also focus attention on the new Business Plan initiated by the Priority III committee and created by the workforce partners, including JobLink, OEED, DSS and the Chamber.

The retreat will be from 8:00am – 1:00 pm and take place at the:

R. David Thomas Executive Conference Center
1 Science Drive
Durham, NC
919-660-6400

More information will be distributed soon.

Upcoming events

February Meetings

- **Priority I Meeting**
Thursday, February 26, 2004 @ 3:30 P.M.
Northgate Mall

March Meetings

- **JobLink Committee**
Thursday March 4, 2004 @ 9:00 A.M.
JobLink/ESC
- **Youth Council Retreat**
Thursday March 4, 2004 from 9:30 A.M-4:00 P.M
Durham Marriott at the Civic Center
- **Careers in Hospitality**
Wednesday March 10, 2004 at 10:00 A.M.
DCVB
- **Priority III**
Thursday March 11, 2004 at 4:00 P.M.
CCB
- **Durham Workforce Development Board Retreat**
Wednesday March 17, 2004 from 8:00A.M-1:00 P.M
R. David Thomas Executive Conference Center
- **Workforce Partners**
Thursday March 18, 2004 at 2:00 P.M.
TBA
- **Priority I**
Thursday March 25, 2004 at 3:30 P.M.
Northgate Mall